



dti: shows 'no java' or 'inactive' - what do I do?

When you connect to the UNSW Data Archive using the [Java applet web-based user interface](#) one of the Java messages may appear:

dti (Desktop Integration Agent) status messages:



Java has been installed and **dti** is active



Java has not been installed on your PC or has not been enabled in your [Firefox](#) or [Safari](#) browser: download [Java](#) and [configure java for your browser](#)



Java has been detected but **dti** is not able to start: check that you have the latest version of [Java](#) installed on your computer (or download [Java](#)) and check that you have [configured](#) Java to work with your [Firefox](#) or [Safari](#) browser

Note:

- You must use either the [Firefox](#) or [Safari](#) browser when using the [Java applet web-based user interface](#)
- Contact your local IT Support or the [UNSW IT Service Centre \(9385 1333\)](#) to install the [Java](#) application and/or the [Firefox](#) or [Safari](#) browsers when using a SOE (Standard Operating Environment) workstation. If you have administrator rights on your PC, you can download and install the [Java](#) application and/or the [Firefox](#) or [Safari](#) browsers yourself.

See the [How do I configure java for my browser? FAQ](#) for information on how to install Java for Firefox and Safari

See the [Java applet guide](#) for further information and other troubleshooting ideas.

Note: Java is not required when you use the [Web application](#). For further information on using the Web application see the [Web application guide](#).

Help and further information:

- To learn more about the Data Archive:

- go to the [Start here](#) page
- see all [Help Topics](#)
- see all [Frequently Asked Questions \(FAQs\)](#)
- browse through the carousel on the [homepage](#) to view all available videos
- To access the Data Archive Web application, use this [link](#), or, go to the [Home](#) page for other access options
- To access the Data Archive using the Java applet web-based user interface, use this [link](#). For more information, see the [Java applet guide](#)
- To create, or update, a Research Data Management Plan go to the [ResData](#) service
- **Note:** the Data Archive service is also available over SFTP, see the [SFTP client guide](#) for more information